



Job title	Porter
Responsible to	Head Porter
Place of work	All Sidney Sussex College owned property/sites in and around Cambridge
Salary:	Points 27 - 30 on the University's single pay spine; plus shift premium. Salary progression within this range is discretionary.
Hours:	Full time, average of 42 hours per week worked over a four-week shift pattern encompassing both day and night shifts and weekend working.
Holidays:	25 days annual leave, plus 8 bank holidays pro rata calculated in hours equating to 277 hours per annum.
Pension scheme:	The College offers membership of a contributory pension scheme provided by the Universities Superannuation Scheme (USS). Subject to age and earnings level, you will be auto enrolled into this scheme and you retain the right to opt out.

Job Summary

This role is to provide an effective and efficient service to the Fellows, students, staff and visitors to the College.

Porters are part of a team that work a shift system providing 24 hours, 7 days a week, 365 day and night coverage of the Porter's Lodge. This shift system comprises a mixture of day and night working on a rotational basis. Porters must be prepared to work a flexible shift pattern to cover sickness and to provide additional support at busy times.

Key responsibilities

- Providing the first point of contact for College members, visitors and staff and to receive all callers to the Lodge in a friendly and helpful manner.
- Dealing promptly, politely and efficiently with all enquiries at reception or via e-mail or telephone.
- Acting as a first-aider (qualification is required within 3 months of appointment).
- Monitoring fire detection systems, CCTV and intruder alarms.
- Acting as a Fire Marshall in the event of a fire.
- Dealing with any emergency in a professional and efficient manner.
- Ensuring the security of College rooms including the issuing and receipt of keys.

- Assisting in the discipline and welfare of College students including providing guidance and direction where necessary.
- Handling incoming and outgoing post including dealing with couriers.
- Monitoring car parking and cycle parking within the College.
- Using computer databases and programmes to provide and monitor information on accommodation bookings and student members.
- Liaising with and assisting the Conference team with B&B and Conference business.

General Responsibilities

- To take part in the College's appraisal scheme and to undertake training as required.
- To be responsible for own health and safety in the workplace.
- To full comply with all the College's policies including equality of opportunity and data protection.
- To undertake any other reasonable request or duties, commensurate with this post.

The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required. All employees are expected to work collaboratively to support the overall work of the College.

PERSON SPECIFICATION:

	<i>Likely to include</i>	<i>Desirable</i>
Qualifications, background or experience	<ul style="list-style-type: none"> • Experience of working in any service-based industry where a strong customer focus and a high degree of professionalism have been key • Computer literate 	<ul style="list-style-type: none"> • 5 GCSEs or equivalent, including English and Maths • Experience of working with young people or in an educational/campus environment • Experience of working in the security or hospitality sectors
Specific knowledge/skills (technical)	<ul style="list-style-type: none"> • Strong communication and influencing skills • Good working knowledge of word processing, spreadsheets, database and e-mail systems 	<ul style="list-style-type: none"> • Experience of security and fire prevention • Experience of administering First Aid • Sound written and numerical skills
Personal attributes	<ul style="list-style-type: none"> • High degree of professionalism and personal integrity • Ability to exercise complete discretion at all times • Smart and well presented • Assertive and resilient 	
Team and management skills	<ul style="list-style-type: none"> • Willingness to work in a small team • Ability to prioritise workload and work to deadlines • Approachable and able to show empathy when necessary • Demonstrate a strong customer focussed approach to all • Willing to act on own initiative and on behalf of the Head Porter • Willingness to adopt a flexible and collaborative approach to tasks 	

Sidney Sussex College is an equal opportunities employer.

Updated August 2022